



# **OKLAHOMA**

## **Office of Management & Enterprise Services**

### **State of Oklahoma Office of Management and Enterprise Services Policies and Procedures**

#### **Telephone Monitoring**

<b>Effective Date of Policy: 04/01/2019</b>	<b>Next Scheduled Review: 07/01/2020</b>
<b>Effective Date of Original Policy: 10/29/2013</b>	<b>Policy Number: OMES-035</b>
<b>Last Reviewed: 02/25/2019</b>	<b>Replaces Policy Number: OSEEGIB 405; EGID-004</b>
<b>Last Revised: 06/06/2018</b>	
<b>Approved By: Dana Webb, as Designee of OMES Director John Budd</b>	<b>Approval Date: 02/25/2019</b>

#### **Policy**

OMES shall monitor employee's telephone calls for quality control and to evaluate the efficient operation of the workplace.

#### **Purpose**

The purpose of this policy is to state the OMES overriding interest in conducting prompt and efficient work performance as it relates to business and personal telephone communications made with OMES equipment.

#### **Implementation**

Each incoming and outgoing telephone call on OMES equipment is automatically documented by listing the phone number called, or received, the time of day, and duration of the call. These records are reviewed periodically by OMES personnel. If phone abuse is suspected, the OMES Director or the Division Administrator may approve the monitoring and/or recording of the individual's phone conversations. When the subject matter of the telephone conversation can be readily identified as personal in nature, the monitoring will cease; however, personal calls may be recorded before the personal nature of the call is determined. Telephone conversations of employees working in EGID Member Services, certain positions in EGID Insurance/Benefits Accounts, and employees working for the OMES Service Desk may have their phone calls monitored on a regular basis for training purposes. Incoming telephone communications to OMES personnel may be routinely monitored for quality control purposes. A prerecorded greeting and message will notify callers that calls may be monitored and/or recorded for training purposes.

Inappropriate use of OMES telephones may be grounds for disciplinary action against an employee.